

# QuitManager

## Payment Module User Guide for Pharmacies: payment information and invoice generation.

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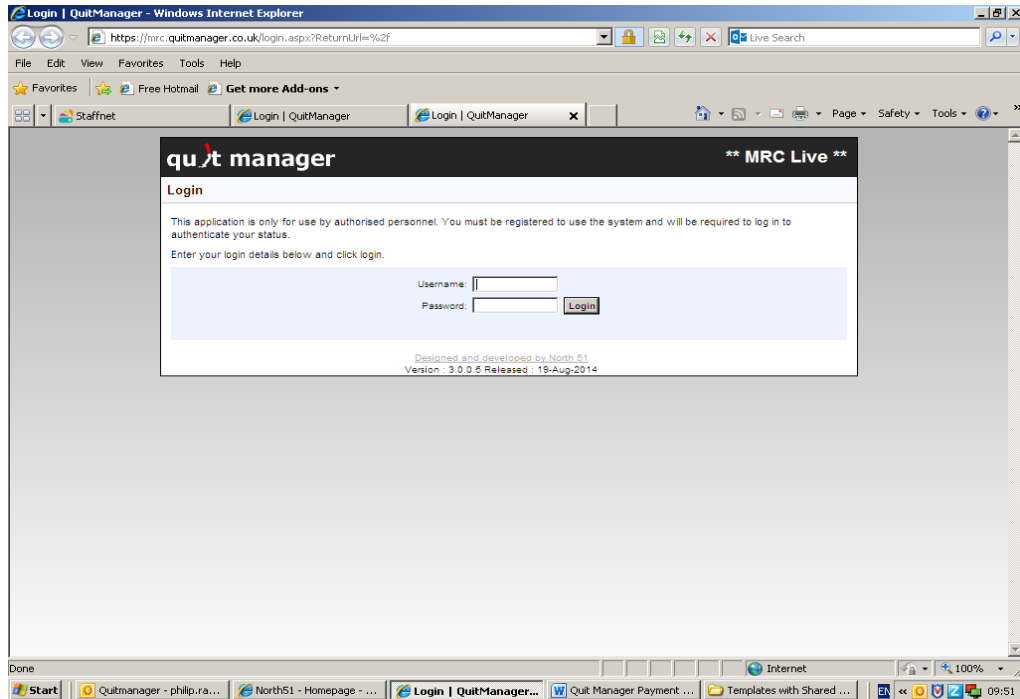
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If you have any questions or problems in regards to payments please contact Philip Ray (01642 745288 or [philip.ray@nhs.net](mailto:philip.ray@nhs.net) ) or Adam Harland (01642 745199) or [adam.harland@nhs.net](mailto:adam.harland@nhs.net))

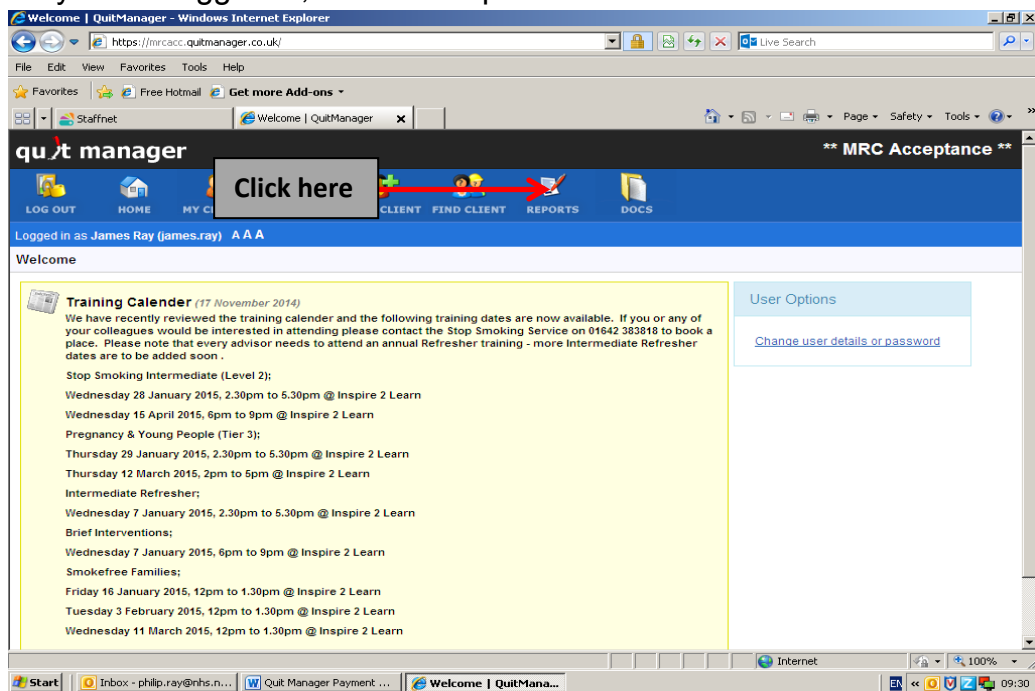
For any problems with QuitManager please contact the Specialist Stop Smoking Service on 01642 383819/383817.

## How to access the Payment Module

1. Log on to Quit Manager in the usual way using your username and password.

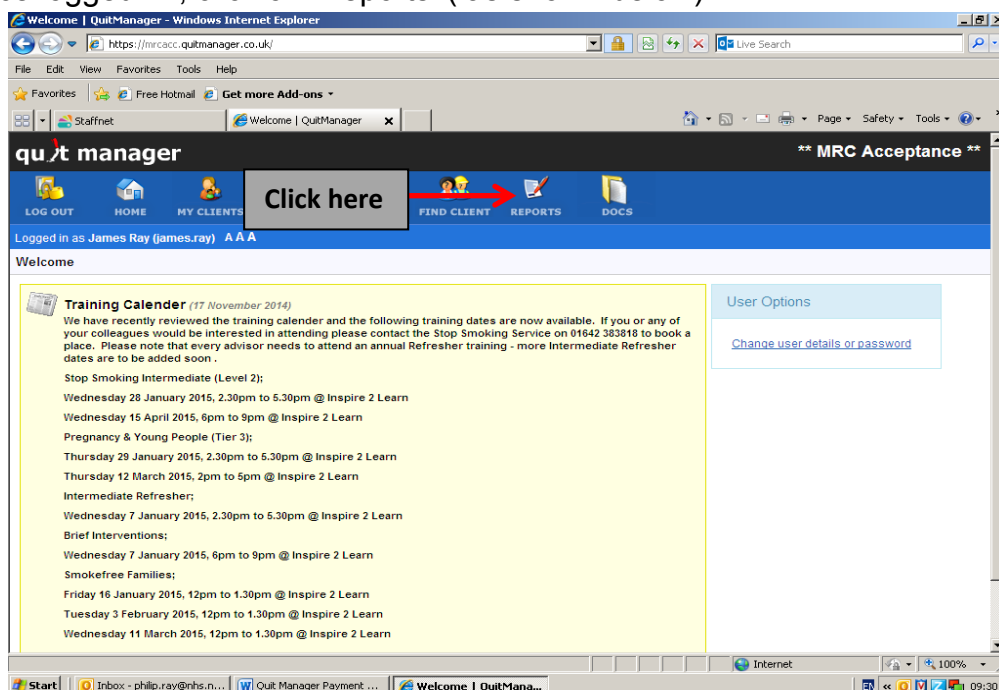


2. Once you are logged in, click on 'Reports' as shown below

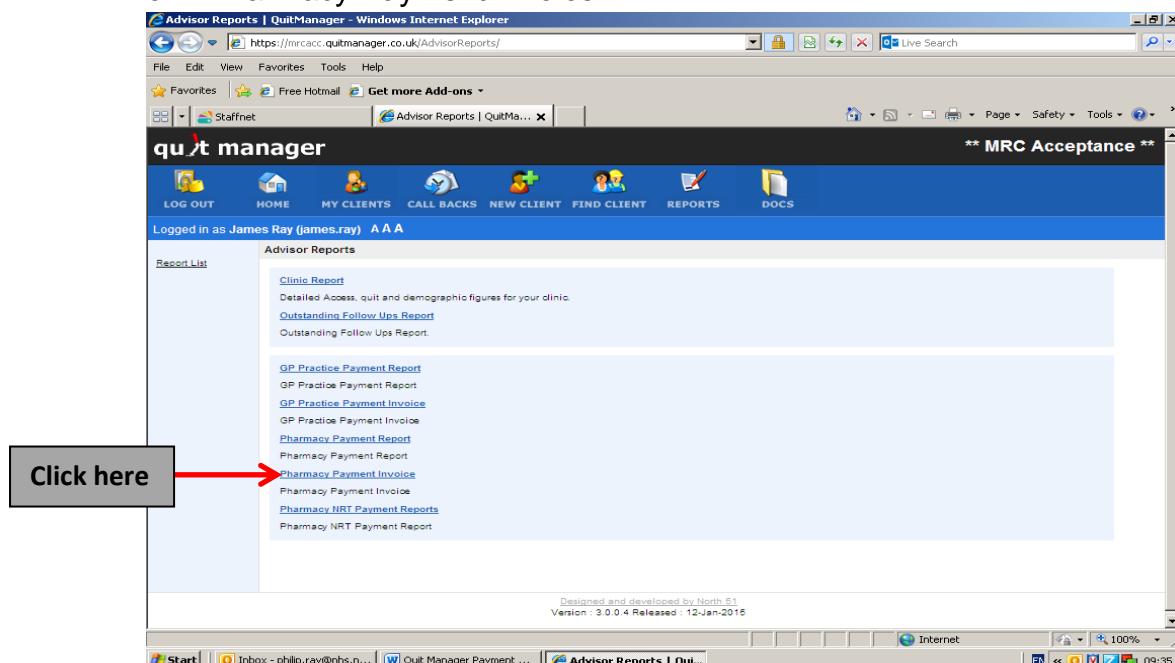


## How To View An Invoice

1. Once logged in , click on 'Reports' ( as shown below)

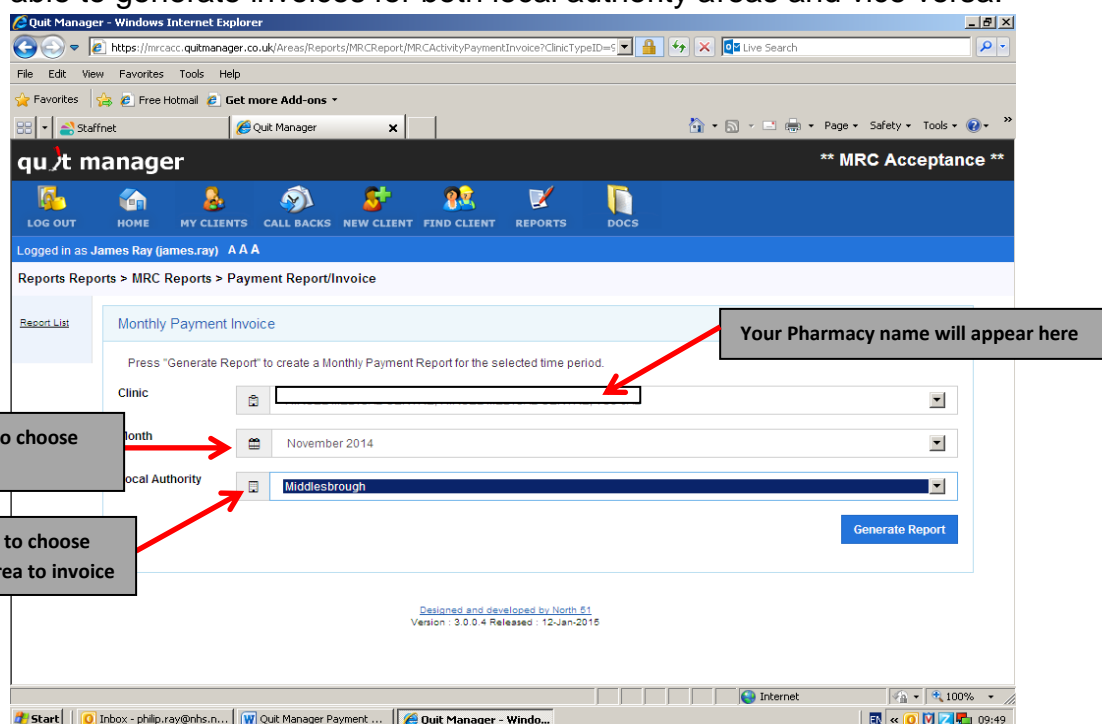


2. This will take you through to the screen below. To generate an invoice click on 'Pharmacy Payment Invoice'



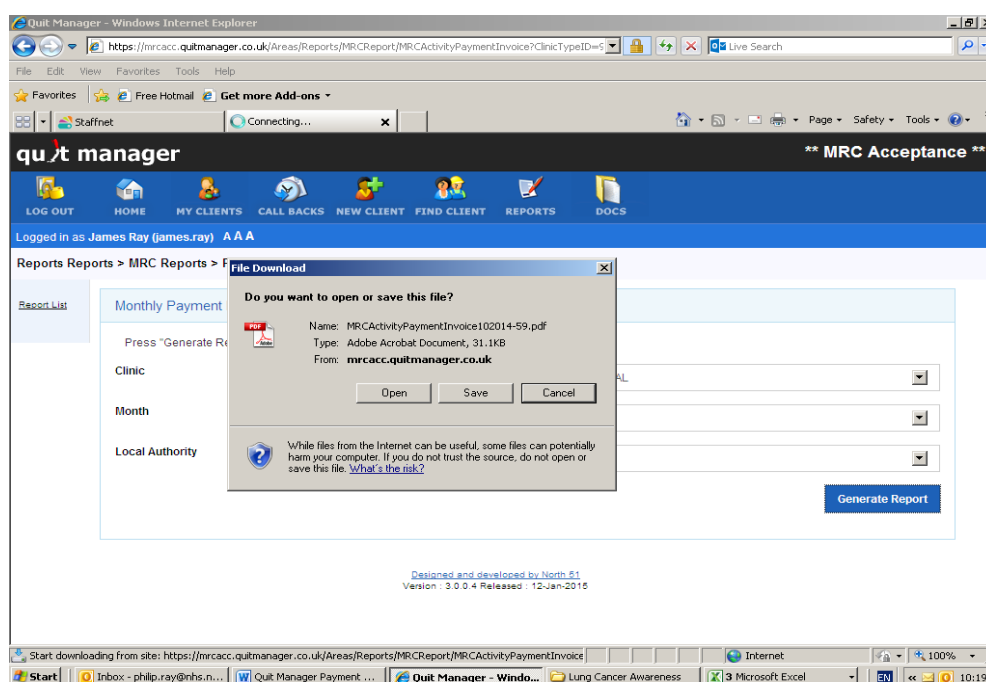
3. On the next screen, you will be presented with a number of drop down boxes. By using these boxes you can choose what month and what local authority area you want to produce an invoice for. If are a Middlesbrough pharmacy

and you are supporting any clients that live in Redcar & Cleveland, you will be able to generate invoices for both local authority areas and vice versa.



Once you have chosen the correct month and local authority area click on 'Generate Report'.

4. After clicking on 'Generate Report', a pop up box will appear asking if you want to 'Open' or 'Save' the invoice. The invoice is generated as a PDF. Click on the appropriate option, to either open or save the invoice. If you do not wish to open or save the invoice, press 'Cancel'.



If you have clicked on open, you will be presented with the relevant invoice. An example invoice is shown below:

Pharmacy Name:	Pharmacy details will appear here.	
Pharmacy Code:		
Practice Address:		
Post Code:		
Phone Number:		
Fax Number:		

## INVOICE

### CUSTOMER

Local Authority Name:	Middlesbrough Borough Council, Public Health, Invoice & Debt Recovery, Mouchel Business Services, 4th Floor, Middlesbrough Council House, 50 Corporation Road, Middlesbrough	Date:	14/01/2015	
Address:		Invoice No:	QM2311014M	
Post Code:	TS1 2YQ	Order No:		

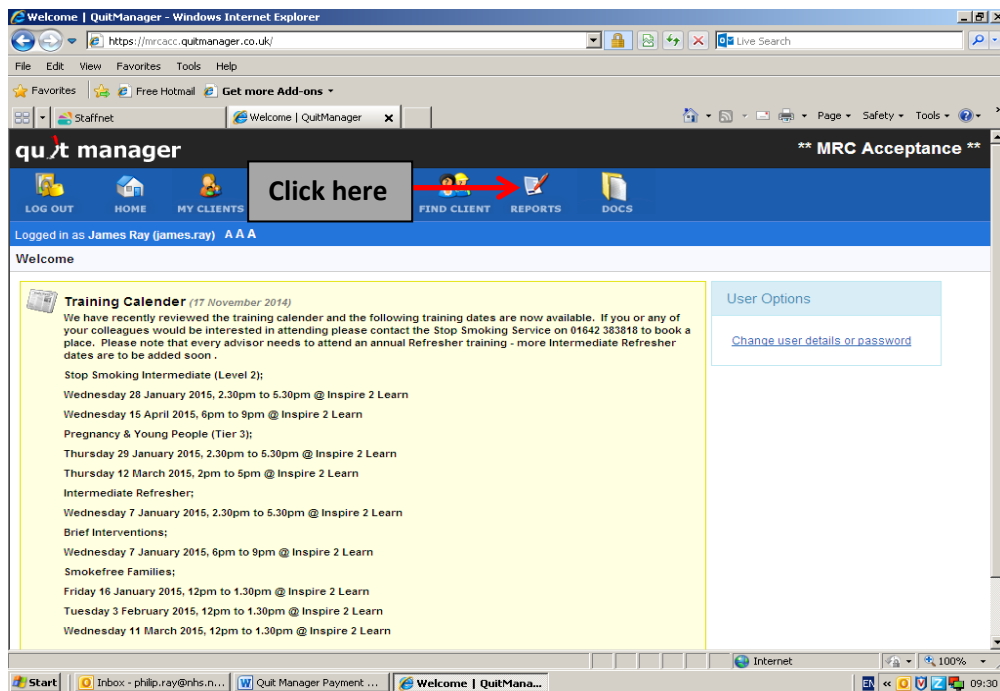
CLAIM FOR THE MONTH OF:		October 2014		
Quantity	Description	Unit Price (exc VAT)	VAT	TOTAL
2	1. Total number of intermediate assessments	10	0	£20.00
0	2. Total number of 4-week quitters	25	0	£0.00
1	3. Total number of self reported 4-week quitters with a CO reading below 10ppm	65	0	£65.00
0	4. Total number of 12-week quitters with a CO reading below 10ppm	20	0	£0.00
0	5. Total number of maternal smokers with a validated CO quit of below 10ppm at 12 weeks (Tier 3 only)	150	0	£0.00
0	6. Total number of smokers under the age of 18 with a validated CO quit of below 10ppm at 12 weeks	100	0	£0.00
0	7. Total number of smokers from specified BME groups with a validated CO quit of below 10ppm at 12 weeks	100	0	£0.00
0	8. Total number of smokers from deprived postcodes with a validated CO quit of below 10ppm at 12 weeks	20	0	£0.00
	9. Total product costs (ex VAT)	248.11	11.43	£259.54
2	10. Prescription Equivalent Charges	-6.71	0	£-13.42
Sub Total				£319.69
VAT				£11.43
TOTAL				£331.12

Quit Manager automatically generates a unique invoice number on the invoice, prefixed QM, and containing an identifier of the Clinic, the year and month, and an identifier of the local authority (M or R).

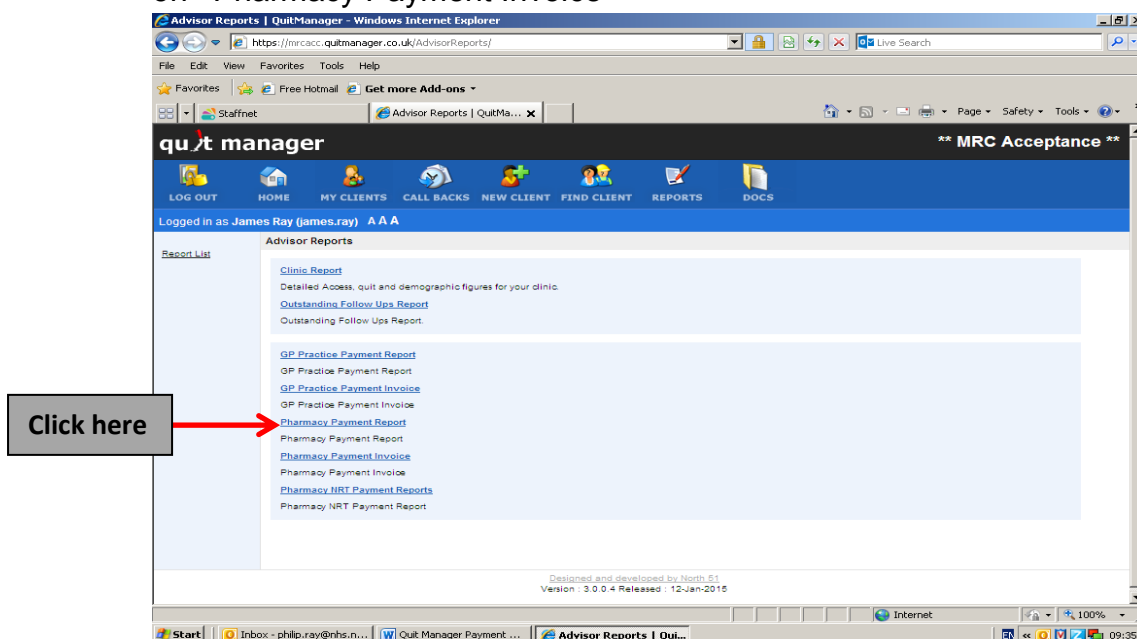
## Payment Reporting

Payment reporting provides a detailed payment breakdown of all the payment triggers for a clinic by client. It gives providers a detailed breakdown of the information that appears on the invoice and will allow you to see what exactly you will be paid for each month. If you feel that you have not been paid correctly, please review the 'Payment Triggers and Amounts' section of this document. To use the payment reporting, the process is similar to generating an invoice.

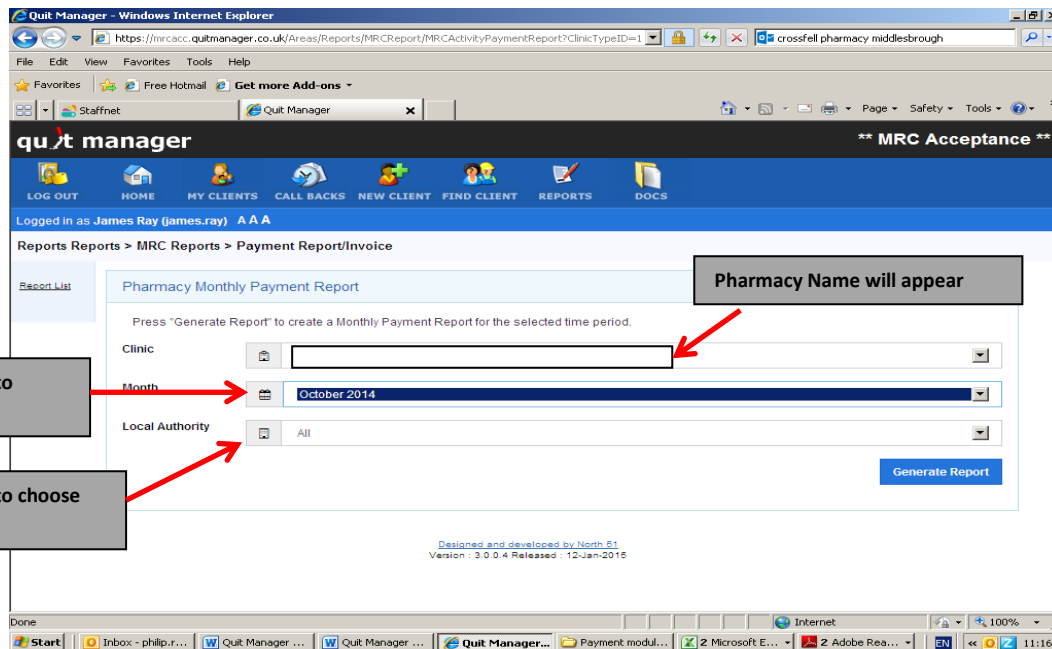
### 1. From the QuitManager Home Page, click on 'Reports'



### 2. This will take you through to the screen below. To generate an invoice click on 'Pharmacy Payment Invoice'

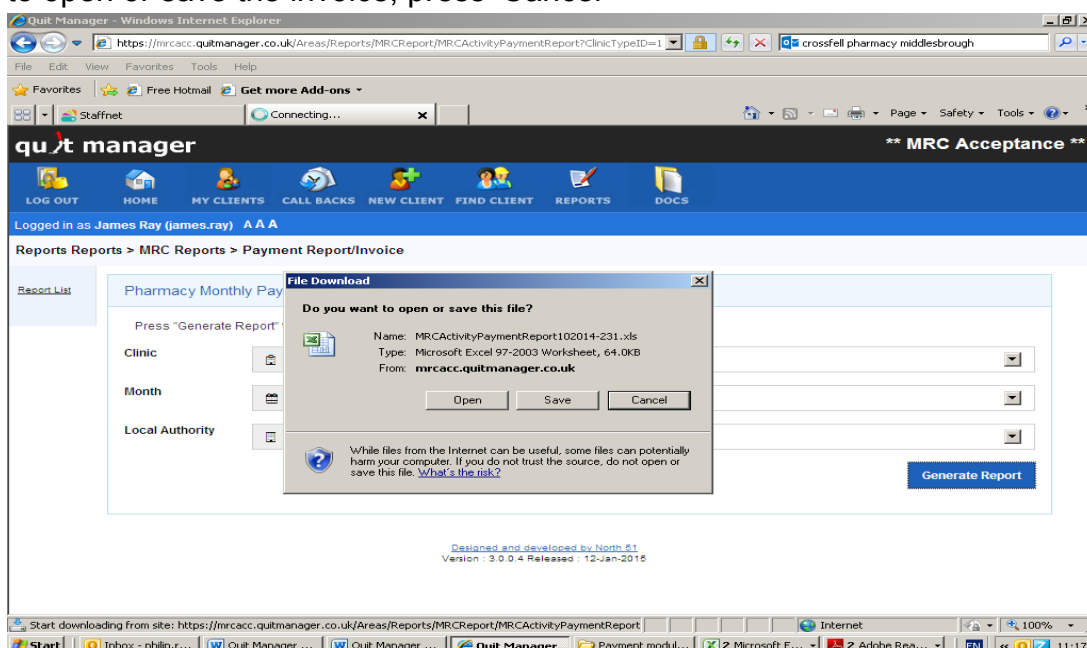


- On the next screen, you will be presented with a number of drop down boxes. By using these boxes you can choose what month you want to generate a payment report for and what local authority area you want to produce a payment for. You can do this for 'Middlesbrough', 'Redcar & Cleveland', 'Out of Area' and 'All'.



Once you have selected the month and Local Authority area, click on 'Generate Report'

- After clicking on 'Generate Report', a pop up box will appear asking if you want to 'Open' or 'Save' the payment report. The payment report is generated as a PDF. Click on the appropriate option, to either open or save the invoice. If you do not wish to open or save the invoice, press 'Cancel'





The screenshot displays a Microsoft Excel spreadsheet titled "MRCActivityPaymentReport102014-231[2] [Compatibility Mode] - Microsoft Excel". The ribbon at the top includes File, Home, Insert, Page Layout, Formulas, Data, Review, and View. The active sheet contains a "Pharmacy Payment Report" with the following details:

- Provider:** SUNSHINE PHARMACY, TEES VALLEY
- Report Date:** 01-10-2014 - 31-10-2014

The main data area is titled "Enhanced Payments" and lists patient information and payment status across multiple rows. The columns are labeled as follows:

Patient ID	Forename	Surname	Intermediate assessment	Payment	Self Reported	Quitter	CO	Verified	Payment	CO	Verified	Payment	CO	Verified	Payment	CO	Verified	Payment	CO	Verified	Payment	CO	Verified	Payment	CO	Verified	Payment	CO	Verified	Total
XXX1	Client	Smith	Yes	£10.00	No	£0.00	No																							
XXX1	Client	Giles	Yes	£10.00	No	£0.00	Yes																							£75.00

The bottom of the screen shows the Windows taskbar with several open applications, including Start, Inbox - philip.r..., Quit Manager, Payment modul..., 3 Microsoft..., 2 Adobe Rea..., and EN.

## Pharmacy NRT Payment Report

There is Pharmacy NRT Payment Report option on the payment module. The Dispensing-Only Voucher data will be included in payment reports and invoices where the 'Product Issue Date' is within the selected reporting Month and 'Home Postcode' is within the selected Local Authority. The process for generating these reports is identical to the process outlined in the previous section on generating a Pharmacy Payment Report. Similar to the payment report, it will generate a report in an Excel file as shown below.

Client ID	Client Name	Issue Date	Voucher reference number	Product	Number of Items	Net Cost per item	Item VAT (5%)	Net Total Product Cost	Total product cost	Prescription equivalent charges	Voucher Fee
XXX1	Client XXX1	09/09/2014		Voucher Pay							£10.00
XXX1	Client XXX1	09/09/2014		21.00mg Nic	1	£9.97	£0.50	£9.97	£10.47		
XXX1	Client XXX1	09/09/2014		15.00mg Nic	1	£23.33	£1.17	£23.33	£24.50		
XXX2	Client XXX2	10/10/2014		Prescription	1					£6.71	
XXX2	Client XXX2	10/10/2014		15.00mg Nic	2	£23.33	£1.17	£46.66	£49.00		
XXX1	Client XXX1	10/11/2014		14.00mg Nic	2	£9.97	£0.50	£19.94	£20.94		
XXX1	Client XXX1	10/11/2014		4.00mg Nico	1	£11.48	£0.57	£11.48	£12.05		
XXX1	Client XXX1	16/09/2014		21.00mg Nic	2	£9.97	£0.50	£19.94	£20.94		
XXX1	Client XXX1	16/09/2014		4.00mg Nico	1	£11.48	£0.57	£11.48	£12.05		
XXX2	Client XXX2	24/10/2014		15.00mg Nic	1	£23.33	£1.17	£23.33	£24.50		
XXX2	Client XXX2	24/10/2014		1.00mg Nico	1	£18.50	£0.93	£18.50	£19.43		
XXX2	Client XXX2	26/09/2014		Voucher Pay							£10.00
XXX2	Client XXX2	26/09/2014		1.00mg Nico	2	£12.12	£0.61	£24.24	£25.46		
XXX2	Client XXX2	26/09/2014		Inhalator	1	£0.00	£0.00	£0.00	£0.00		
XXX2	Client XXX2	26/09/2014		Prescription	1					£6.71	
XXX1	Client XXX1	30/10/2014		21.00mg Nic	1	£9.97	£0.50	£9.97	£10.47		

## Provider Payment Process

You do not need to submit invoices!

QuitManager will generate of invoices for activity from the previous month on the 11th working day of the following month. For example, it will only be possible to generate invoices for May 2015 on and after the **11th** working day of June 2015. In determining the working days in a month, bank holidays will NOT be counted.

You do not need to send these invoices to the Local Authority; this will be done by the Tees Valley Public Health Shared Service (TVPHSS) on your behalf. TVPHSS will send the invoices to the relevant authority on the 13<sup>th</sup> working day of the month (please see the table below for the schedule). This will allow 2 days for you to raise any queries about the invoice generated by QuitManager. It is the responsibility of the provider to report any discrepancies to the TVPHSS by the 13<sup>th</sup> working day of the month. The invoice will be submitted for payment if contact is not made by the 13<sup>th</sup> day. If any queries are made after this time, reconciliation will take place at a later date.

Within the user guide please refer to the section on how to view an invoice. You may also want to look at the Payment Report to ensure that you are happy that the activity that you are getting paid for.

### Claims August 2014- December 2014:

For activity between August 2014- December 2014, the Tees Valley Shared Service will collate the total of all the invoices for this period and will subtract it against the upfront payments received for this period. The Tees Valley Public Health Shared Service shall provide a summary of this to each provider and will contact them to discuss.

Month	11 <sup>th</sup> Working Day	13 <sup>th</sup> Working Day
January 2015	16 <sup>th</sup> February 2015	18 <sup>th</sup> February 2015
February 2015	16 <sup>th</sup> March 2015	18 <sup>th</sup> March 2015
March 2015	15 <sup>th</sup> April 2015	17 <sup>th</sup> April 2015
April 2015	15 <sup>th</sup> May 2015	17 <sup>th</sup> May 2015
May 2015	15 <sup>th</sup> June 2015	17 <sup>th</sup> June 2015
June 2015	15 <sup>th</sup> July 2015	17 <sup>th</sup> July 2015
July 2015	17 <sup>th</sup> August 2015	19 <sup>th</sup> August 2015
August 2015	15 <sup>th</sup> September 2015	17 <sup>th</sup> September 2015
September 2015	15 <sup>th</sup> October 2015	19 <sup>th</sup> October 2015
October 2015	16 <sup>th</sup> November 2015	18 <sup>th</sup> November 2015
November 2015	16 <sup>th</sup> December 2015	18 <sup>th</sup> December 2015
December 2015	15 <sup>th</sup> January 2016	17 <sup>th</sup> January 2016
January 2016	15 <sup>th</sup> February 2016	19 <sup>th</sup> February 2016
February 2016	15 <sup>th</sup> March 2016	17 <sup>th</sup> March 2016
March 2016	15 <sup>th</sup> April 2016	17 <sup>th</sup> April 2016

## Payment Triggers and Amounts

Below are details on the payment triggers and amounts that will determine how much each provider is paid for smoking related activity:

Payment Trigger	Amount
Initial attended session recorded and a Quit Date set	£10
<p>4wk Quit Self Report (not CO verified)  <b>Criteria for payment :</b></p> <p>Secure data entry of fully completed Gold Standard monitoring via QuitManager;</p> <ul style="list-style-type: none"> <li>• Smoker has not smoked within the third and fourth week of quit date set (established via phone and/or face-to-face);</li> <li>• Smoking status has been established between 25 and 42 days post quit date set;</li> </ul>	£25
<p>4wk Quit CO Verified  <b>Criteria for payment:</b></p> <p>Secure data entry of fully completed Gold Standard monitoring via QuitManager; indicating a successful 4 week quit with the following criteria adhered to:</p> <ul style="list-style-type: none"> <li>• Smoker has not smoked within the third and fourth week of quit date set;</li> <li>• Smoking status has been verified by CO validation with a reading of &lt;10 ppm;</li> <li>• Smoking status has been established between 25 and 42 days post quit date set;</li> </ul>	£65
<p>12wk Quit CO Verified (77 – 98 days post QD)</p> <p>Criteria for payment:</p> <p>Secure return of fully completed Gold Standard monitoring via QuitManager; indicating a successful 12 week quit with the following criteria adhered to:</p> <ul style="list-style-type: none"> <li>• Smoker has had a successful smoking</li> </ul>	£20

outcome at 4-weeks; • Smoking status has been verified by CO validation with a reading of <10 ppm;  • Smoking status has been established between 77 and 98 days post quit date set;	
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As in line with the service specification, to be eligible for payment, a 4 or 12 week follow up must be entered within **10 days** of it taking place

### Enhanced Payments

Payment Trigger	Amount
12wk CO Verified quit for Pregnant client treated at a Pharmacy setting	£150
12wk CO Verified quit for client under 18 at start of treatment and treated at a Pharmacy setting	£100
12wk Quit CO Verified and client ethnicity recorded as Indian, Chinese, Irish ,Pakistani, Bangladeshi, White & Black Caribbean, Black or Black British, White & Black African , Caribbean, White and Asian, African , Any other mixed background , Any other Black background, Any other ethnic group, Any other Asian background	£100
12wk Quit CO Verified and client postcode within the top 20% most deprived area of the respective locality	£20

### Tier 2 and 3 dispensing activity

Payment Trigger	Condition	Amount
INITIAL VOUCHER DISPENSING FEE 5 week voucher initiated in the PHARMACY ONLY	ONCE ONLY FEE inclusive of all dispensing throughout the 5 week period, recommended 1 week, 2 week and 2 week. To be claimed once the voucher is closed either by virtue of all dispensing completed or client LTF two weeks after last possible dispensing date	£10
SUBSEQUENT VOUCHER DISPENSING FEE 8 week voucher initiated in the PHARMACY ONLY	ONCE ONLY FEE Inclusive of all dispensing throughout the remainder of the 12/13 week pathway. To be claimed once the voucher is closed either by virtue of all dispensing completed or client LTF two weeks after last possible dispensing date	£5
EXTENSION VOUCHER DISPENSING FEE Orange 1-wk or 2-wk voucher initiated in the PHARMACY ONLY 12 weeks post quit date	ONCE ONLY FEE for dispensed NRT supply made on or after the 12 week post quit date.	£2.50

## How are payments worked out?

- Payment amounts are cumulative i.e. a client that has had an initial session recorded and is a 4 week and/or 12 week quit would receive a payment of either:

£10 + £25 + £20 = £55 for a 4 week self-reported quit / 12 week CO verified quit

Or

£10+ £65+ £20= £95 for a 4 week quit which is CO verified/ 12 week CO verified quit

- The payments will be based on the timestamp of when the activity is recorded on QuitManager. For example, even if the follow up for a 4wk successful quit takes place on the 31st May. If it is recorded on the 1st June then the provider will be paid in the June pay run.
- The initial payment for the attended session and setting a quit date will not be triggered until a four week follow up has been recorded. This will ensure the quit date can only be claimed for once per episode. Therefore a four week follow up must be recorded, even if the status is lost to follow up (LTFU) or not quit.
- As in line with the service specification, to be eligible for payment, a 4 or 12 week follow up must be entered within **10 days** of it taking place. A follow up entered too late will be reported in detail reports, but the 4 or 12 week payment value will be set to zero.

## What if a patient had an initial assessment in another setting e.g. a hospital?

- If within a patient pathway an episode starts at a hospital (such as the James Cook University Hospital) or other non-pharmacy / setting and then continues after referral with another provider, then the payment amount for the Initial Session and the Quit Date Set will be set to zero as this payment will not be due to the Pharmacy.

## Product Payments:

- Product payments and voucher fees before the 4 week quit date will not be triggered until the 4 week follow up has been recorded.
- Product payments and voucher fees after the 4 week quit will not be triggered until the 12 week follow up has been recorded.
- Product payments and voucher fees after the 12 week follow up will not be triggered until either the episode has been completed or the date of 31 days after the 12 week follow up has been reached.

- A cut-off period of 10 days after a 12 week follow up will be implemented to encourage medication data to be entered by the Service Providers in a timely manner. Any medication data entered too late will be reported in detail reports, but the payment value will be set to zero.